# Computer Operations

DESCRIPTION OF MAJOR SERVICES

The Computer Operations division provides enterprise data center services and a portion of the county's communications services to county departments on a 24/7 basis. The division is comprised of 3 sections: Technology Operations, Information Technology (IT) Customer Service, and Core Solutions and Security. This budget unit is an internal service fund, which allows for net assets available at fiscal year end to be carried over to the next fiscal year to be used as working capital or for replacement of fixed assets.

Technology Operations provides for the design, operation, maintenance and administration of the county's Enterprise Data Center which supports the county's mainframe and includes server management for over 160 servers, integrated document imaging infrastructure for digitizing paper records, and print operations for bulk printing functions required by the county.

IT Customer Service assists departments in ensuring that their technology and business objectives are achieved. The division provides a Technology Support Center to handle service requests and problem tickets and IT Account Representatives to coordinate and assist departments in meeting their business and technology objectives.

Core Solutions and Security provides the county with global email, security direction and technology policies and procedures, along with technical services that support desktop communications and functions across the county.
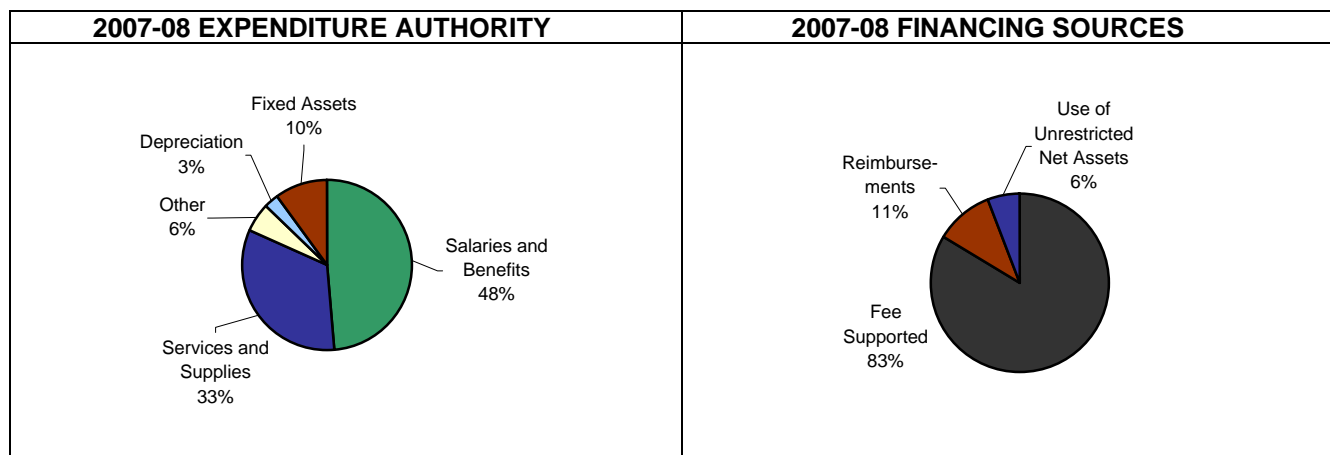
BUDGET HISTORY

5-YEAR BUDGET TREND	5-YEAR STAFFING TREND
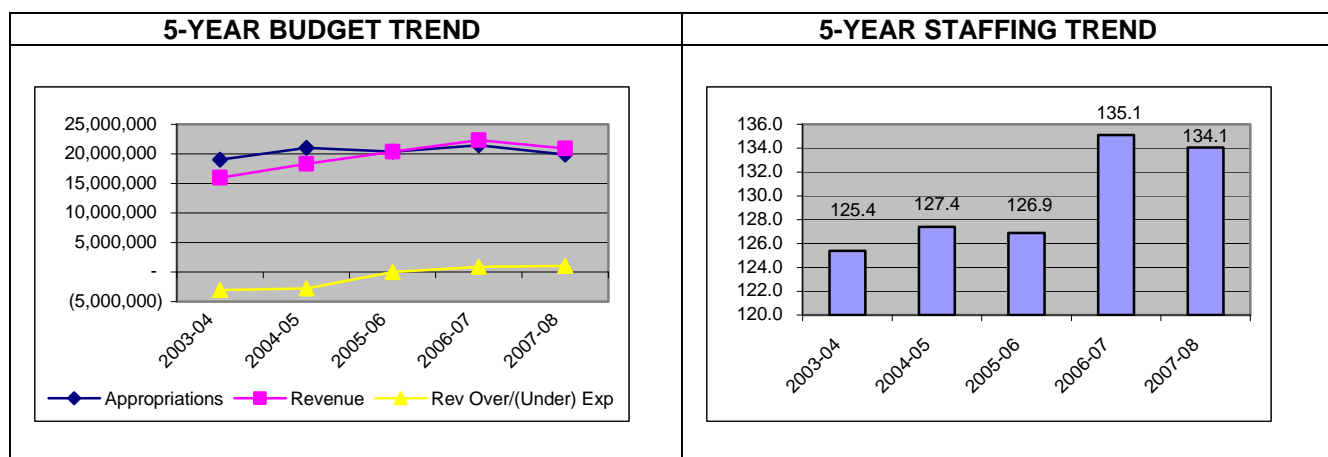
PERFORMANCE HISTORY

	2003-04 Actual	2004-05 Actual	2005-06 Actual	2006-07 Modified Budget	2006-07 Estimate
Appropriation	19,490,505	22,587,930	19,831,935	21,465,435	20,171,831
Departmental Revenue	15,591,310	18,671,682	19,766,319	22,323,795	22,265,661
Revenue Over/(Under) Exp	(3,899,195)	(3,916,248)	(65,616)	858,360	2,093,830
Budgeted Staffing				135.1	
Fixed Assets	413,665	1,340,486	1,115,422	1,592,069	1,592,069
Unrestricted Net Assets Available at Year End	6,159,224	2,770,201	2,568,343		4,139,725

In 2006-07, estimated appropriation is below the current modified budget due to difficulty in recruiting IT positions, decreases in service demand and associated expenditures for IT products. Departmental revenue is also trending slightly under budget due to a decrease in demand for desktop support and document imaging.

ANALYSIS OF PROPOSED BUDGET

2007-08 EXPENDITURE AUTHORITY	2007-08 FINANCING SOURCES

2007-08 EXPENDITURE AUTHORITY: Fixed Assets 10%, Depreciation 3%, Other 6%, Services and Supplies 33%, Salaries and Benefits 48%

2007-08 FINANCING SOURCES: Use of Unrestricted Net Assets 6%, Reimbursements 11%, Fee Supported 83%

GROUP: Administrative/Executive
DEPARTMENT: Information Services
FUND: Computer Operations

BUDGET UNIT: IAJ ALL
FUNCTION: General
ACTIVITY: Other

	2003-04 Actual	2004-05 Actual	2005-06 Actual	2006-07 Estimate	2006-07 Final Budget	2007-08 Proposed Budget	Change From 2006-07 Final Budget
Appropriation							
Salaries and Benefits	8,854,811	9,527,099	10,124,342	10,768,820	11,997,269	12,169,300	**172,031**
Services and Supplies	10,543,112	12,192,843	9,754,441	9,793,856	9,632,406	8,285,768	**(1,346,638)**
Other Charges	11,349	3,517	113	10,500	10,500	45,414	**34,914**
Transfers	661,085	669,463	946,239	1,044,128	1,001,684	1,375,310	**373,626**
Total Exp Authority	20,070,357	22,392,922	20,825,135	21,617,304	22,641,859	21,875,792	**(766,067)**
Reimbursements	(1,488,194)	(1,738,904)	(2,059,226)	(2,294,256)	(2,025,207)	(2,695,152)	**(669,945)**
Total Appropriation	18,582,163	20,654,018	18,765,909	19,323,048	20,616,652	19,180,640	**(1,436,012)**
Depreciation	908,342	831,094	953,991	848,783	848,783	706,785	**(141,998)**
Operating Transfers Out	-	1,102,818	112,035	-	-	-	**-**
Total Requirements	19,490,505	22,587,930	19,831,935	20,171,831	21,465,435	19,887,425	**(1,578,010)**
Departmental Revenue							
Current Services	15,582,972	18,294,507	19,482,196	22,265,661	22,323,795	20,925,442	**(1,398,353)**
Other Revenue	38	(121,280)	48,833	-	-	-	**-**
Other Financing Sources	8,300	454,128	-	-	-	-	**-**
Total Revenue	15,591,310	18,671,682	19,531,029	22,265,661	22,323,795	20,925,442	**(1,398,353)**
Operating Transfers In	-	-	235,290	-	-	-	**-**
Total Financing Sources	15,591,310	18,671,682	19,766,319	22,265,661	22,323,795	20,925,442	**(1,398,353)**
Rev Over/(Under) Exp	(3,899,195)	(3,916,248)	(65,616)	2,093,830	858,360	1,038,017	**179,657**
Budgeted Staffing					135.1	134.1	**(1.0)**
Fixed Assets							
Equipment	122,201	1,175,154	1,089,901	1,381,069	1,381,069	2,259,639	**878,570**
L/P Equipment	291,464	165,332	25,521	211,000	211,000	218,207	**7,207**
Total Fixed Assets	413,665	1,340,486	1,115,422	1,592,069	1,592,069	2,477,846	**885,777**

In 2007-08, the wide area network (WAN) program will be transferred from Computer Operations to the Network Services budget unit to better align communication related programs and management. The WAN is an integrated telecommunications network that provides connectivity to all county offices and is the gateway for non-county agencies to access county resources such as law enforcement and other government agencies.

Salaries and benefits of $12,169,300 fund 134.1 positions and are increasing by $172,031. This change represents increases in costs associated with MOU and retirement rate adjustments. In addition, 5.1 Wide Area

Network (WAN) positions are being transferred to the Network Services budget unit to better align program services with management. This staffing and cost decrease is offset by the following staffing changes:

- the addition of 1.0 Product Specialist for wireless device and cell phone customer service;
- the addition of 1.0 System Support Analyst III for support of the GIS servers and storage;
- the transfer in of 1.0 Programmer Analyst III from the general fund for system support and analysis of the active directory and exchange server system;
- the addition of 1.0 Office Assistant II due to increased imaging workload from 2006-07;
- the reclassification of an extra help Office Assistant II to regular status to manage ongoing workload needs;
- the reclassification of an IT Account Representative I to an IT Account Representative II as the skill and responsibility needed for this position have increased.

Services and supplies of $8,285,768 include costs for computer software, training, disaster recovery services, systems development charges, and equipment maintenance. The decrease of $1,346,638 is primarily due to the transfer of WAN services and supplies costs to the Network Services budget unit. This decrease is offset by cost increases associated with inflation, COWCAP, risk management, general maintenance, and router replacement costs.

Interest of $45,414 represents the interest of $27,760 for the lease-purchase of the enterprise printer and $17,654 for the lease-purchase of a back-up generator.

Transfers of $1,375,310 are for internal administrative allocations and Human Resources charges. The increase of $373,626 is due to MOU and inflation increases and the $79,571 transfer to Network Services for costs related to the new IT operational support system (SPOE).

Reimbursements of $2,695,152 represent reimbursements for internal administrative costs and other position related costs from ISD's other budget units. The increase of $669,945 includes $330,948 for Systems Support Analysts that were previously reflected in revenue, $56,556 for additional IT support for the Board of Supervisors, $31,000 for the purchase of wireless infrastructure servers at the county government center, and other MOU and inflationary increases.

Depreciation of $706,785 is decreasing by $141,998 primarily due to the transfer of $368,769 in depreciation to the Network Services budget unit for the WAN program and an increase of $220,792 per the department's depreciation schedule.

Current service revenue of $20,925,442 is comprised primarily of central computer revenues. The decrease of $1,398,353 results from the transfer of approximately $3.5 million in WAN budget revenue to the Network Services budget unit, the loss of $463,343 in one-time revenue from Human Services for the replacement of end-of-life routers, and recognizing $330,948 as reimbursements. This decrease is partially offset by a $2.9 million increase resulting from rate changes approved by the Board on March 13, 2007.

Equipment purchases of $2,259,639 represent $1,013,639 for equipment replacement and $846,000 for new equipment needs (detailed below). In addition, ISD is budgeting $400,000 for unplanned customer requests to be expended only as needed and reimbursed by the requesting customer. Lease-purchase equipment costs of $218,207 include $205,482 for the enterprise printer and $12,725 for the back-up generator. New fixed asset purchases include:

- $100,000 for the Z890 mainframe server;
- $28,000 for OSA Cards;
- $20,000 for Cisco IDS sensors;
- $55,000 for network equipment;
- $31,000 for government center wireless network equipment;
- $70,000 for network application switches;
- $50,000 for a fiber switch;
- $100,000 for SQL 2005 infrastructure;
- $50,000 for Team Foundation servers;
- $111,000 for VMWare servers and $151,000 for VMWare disk storage; and
- $80,000 for GIS storage.

PERFORMANCE MEASURES			
Description of Performance Measure	2006-07 Projected	2006-07 Estimated	2007-08 Projected
Complete migration of ISD user accounts to Active Directory and offer Active Directory to other county departments (315 user accounts).	100%	100%	N/A
Complete migration of ISD customer departments in Active Directory to latest Microsoft Exchange environment.	50%	75%	100%
Percentage decrease of Windows physical servers (150 servers in 2005).	8%	13%	20%
Percentage increase of public viewing of documents stored on our infrastructure.	10%	0%	10%
Satisfaction rating from random product and service satisfaction surveys.	70%	70%	75%
Satisfaction rating from yearly billing satisfaction survey.	New	70%	75%
Success rate of applications deployed to production environment after review by quality assurance.	New	New	98%

As part of the ISD's goal to provide technology solutions that enable customers to better serve the citizens of the county, the Computer Operations division will meet its 2006-07 performance measure to migrate 100% of ISD user accounts to the Active Directory and offer Active Directory to other county departments. The division will exceed the performance measure to migrate 50% of all ISD customer departments in Active Directory to the latest Microsoft Exchange environment. Computer Operations will also exceed the estimated 8% decrease of Windows physical servers. The department will meet the performance measure to attain a 70% satisfaction rating for the random product and service satisfaction surveys and the yearly billing satisfaction surveys. In 2007-08, Computer Operations has implemented a new performance measure to obtain a 98% success rate for applications deployed to a production environment after review by the quality assurance unit.

POLICY ITEM REQUESTS					
Rank	Brief Description of Policy Item	Budgeted Staffing	Appropriation	Departmental Revenue	Revenue Over/(Under) Exp	Proposed 2007-08 Performance Measurement
1	Off-site Disaster Recovery Infrastructure	-	902,034	-	(902,034)	
	To design and implement an off-site disaster recovery system for mission critical Intel-Based platforms/applications. $143,311 for annual circuit costs, hardware, and installation; $758,723 in fixed asset infrastructure costs.					
	Percentage of disaster recovery site completed					100%
	Total	-	902,034	-	(902,034)	